



Critical Information Summary

Fixed Wireless Broadband - Residential

Information About the Service

Minimum Term

The minimum term for all Fixed Wireless Broadband plans is 12 months. Binary Networks also offers services on a 24 and 36 months term in exchange for a reduced setup fee.

Important Conditions

- i. Fixed Wireless services are only available within a Binary Networks Fixed Wireless service area. To see if your location is ready either call our friendly sales team on 1300 246 279.
- ii. A Fixed Wireless ready modem will be required to access this service. If you would like to connect devices wirelessly than the modem will need to have Wi-Fi enabled.
- iii. Service is billed monthly in advance, and payment can be made by credit card or direct debit

Information About the Pricing

All prices quoted below are inclusive of GST

Residential Plans

| Fixed Wireless Broadband Plans | Included Monthly Data | Fixed Monthly Cost | Minimum Total Cost on 12-month term | Minimum Total Cost on 24-month term | Minimum Total Cost on 36-month term | Unit cost 1GB of data included in the plan |
|--------------------------------|-----------------------|--------------------|-------------------------------------|-------------------------------------|-------------------------------------|--|
| FW 12/2Mbps | Unlimited | \$108.90 | \$1,635.70 | \$2,832.50 | \$4,029.30 | \$0.00 |
| FW 20/5Mbps | Unlimited | \$141.90 | \$2,031.70 | \$3,624.50 | \$5,217.30 | \$0.00 |
| FW 25/5Mbps | Unlimited | \$152.90 | \$2,163.70 | \$3,888.50 | \$5,613.30 | \$0.00 |
| FW 30/10Mbps | Unlimited | \$174.90 | \$2,427.70 | \$4,416.50 | \$6,405.30 | \$0.00 |

Setup Fees

Fixed Wireless Broadband setup fee will be dependent on the choice of contract term as per below:

12 Month Contract \$328.90
24 Month Contract \$218.90
36 Month Contract \$108.90

Treatment of Excess Data

Fixed Wireless Broadband - Residential plans do not have any excess data charges.

Early Termination Fees

An early termination fee applies if you cancel the service prior to completion of the minimum contract term. The termination fee is calculated based upon the monthly fee multiplied by the remaining minimum term.

Other Information

Data Usage Information

Available on our website at <http://portal.binarynetworks.com.au/> or by contacting our accounts department.

Customer Service

You can contact Binary Networks customer service on **1300 246 279**. Alternatively, you can submit a support request at <http://portal.binarynetworks.com.au/>.

Internal Dispute Resolution Process

If you have an unresolved dispute or complaint with Binary Networks, you may escalate the matter by putting your complaint in writing to **PO Box 647, Mt Waverley VIC 3149** or by emailing complaints@binarynetworks.com.au or by raising the complaint in our service portal at <http://portal.binarynetworks.com.au/>.

Telecommunications Industry Ombudsman (TIO)

If the outcome of a complaint lodged with Binary Home is not satisfactory, you may choose to contact the TIO on **1800 062 058** or via their website at www.tio.com.au/making-a-complaint

Full terms & conditions available at www.binarynetworks.com.au/terms

Information is current as of 01/03/2018 and is subject to change without notice.
All prices quoted include GST.